

**Communications Industry**  
**Consumer Contacts that Require Enhanced Processing**  
**Presented by Utility Company, Category and Subcategory**  
**November 2016**

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Communications Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	12
		Billing	Bill Not Received	4
		Billing	Bundled Services	1
		Billing	Cramming	3
		Billing	High Bill	20
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	8
		Billing	Payment Error	2
		Billing	Premise Visit Charges	1
		Lifeline	LLB Address Error	3
		Lifeline	LLB Application Request	12
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	5
		Policy and Practices	Abusive Marketing	6
		Policy and Practices	Safety	3
		Service	Call Quality	8
		Service	Delayed Orders/Missed Appointments	9
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	19
Service	Refusal To Serve	1		
			<b>Total ICs</b>	<b>125</b>
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	2
		Billing	Other Charges	1
		Service	Outage	1
			<b>Total ICs</b>	<b>6</b>
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	6
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	2
			<b>Total ICs</b>	<b>18</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC7118	Birch Communications	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>2</b>
CLC5535	Cavalier Telephone; PAETEC Business Solutions	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
CLC5698, IEC5698	Comcast Digital Phone	Billing	High Bill	1
		Billing	Other Charges	1
		Service	Outage	1
			<b>Total ICs</b>	<b>3</b>
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
			<b>Total ICs</b>	<b>3</b>
CER4460	Cricket Wireless, LLC	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>2</b>
CLC1002, LEC1002	Frontier California Inc.	Billing	Bill Adjustment	11
		Billing	Bill Not Received	2
		Billing	Bundled Services	3
		Billing	Cramming/3rd Party Billing	1
		Billing	Early Termination Fee - ETF	4
		Billing	High Bill	16
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	5
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	2
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Robo Calls / ADAD	1
		Policy and Practices	Safety	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	5
		Service	Disconnection Non Payment	2
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	9
Service	Refusal To Serve	1		
	<b>Total ICs</b>	<b>78</b>		
LEC1026	Frontier Communications of the Southwest, Inc.	Billing	High Bill	1
		Billing	Other Charges	1
			<b>Total ICs</b>	<b>2</b>
CLC5377,	Integra Telecom	Billing	Disputed Customer of Record	1
			<b>Total ICs</b>	<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
CER4372	I-Wireless, LLC	Lifeline	LLB Address Error	1
			<b>Total ICs</b>	<b>1</b>
CER4442	Life Wireless	Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>1</b>
CLC5502, IEC5502, CLR5502	Preferred Long Distance, Inc.	Billing	Out of Service Credit - OOS	1
		Billing	Slamming	2
			<b>Total ICs</b>	<b>3</b>
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	3
		Billing	Other Charges	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Federal Program/Equipment	6
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>20</b>
IEC6996	Suddenlink Communications	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Federal Program/Equipment	3
			<b>Total ICs</b>	<b>6</b>
CER4411	Tag Mobile, LLC	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>3</b>
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	2
		Billing	Early Termination Fee - ETF	1
		Service	Call Quality	1
			<b>Total ICs</b>	<b>4</b>
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	High Bill	2
		Billing	Other Charges	1
			<b>Total ICs</b>	<b>3</b>
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Not Received	1
		Billing	Disputed Customer of Record	1
		Billing	Other Charges	1
		Service	Call Quality	1
			<b>Total ICs</b>	<b>4</b>

Utility Code	Utility Name	Category	Subcategory	Count
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	7
		Policy and Practices	Robo Calls/ADAD	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	2
		Service	Outage	1
			<b>Total ICs</b>	<b>13</b>
CER4386, CER4438, IEC5378	Verizon Business Services	Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>1</b>
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	5
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	7
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	2
			<b>Total ICs</b>	<b>16</b>
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	3
			<b>Total ICs</b>	<b>4</b>
<b>Total ICs Sent <sup>1</sup></b>				<b>323</b>

<sup>1</sup> Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.